

Quality Management Services in the Design-Build Environment

Start of Block: Block 1

CONSENT TO PARTICIPATE IN A RESEARCH STUDY

(Scroll down to advance the page)

Quality Management Services in the Design-Build Environment

Georgia Institute of Technology

You are being asked to be a volunteer in a research study.

Purpose: To develop better understanding of conducting quality management services in the design-build environment for federal-aid highway projects. If you choose to participate, you will be asked to complete a survey about your experiences with the quality management practices in your office and agency. The survey is administered to DOT environmental services staff, or contractors, and should take approximately 15 minutes to complete. **Benefits, Costs, or Risks:** The findings of this study will provide practical guidance of value to DOTs seeking to improve implementation of quality management services in the design-build environment. In addition, participants may identify useful strategies to incorporate into their own individual practices to improve their individual quality management performance. There are no costs to you, other than your time, for being in this study. Participation in this study may carry the possibility of breach of confidentiality in the case of malicious external activity. The risks or discomforts involved are no greater than those involved in daily activities such as email correspondence or user registration via a secure website. **Confidentiality:** The data collected about you will be kept private to the extent required by law. Your records will be kept in locked files and only study staff will be allowed to look at them. Your name will not appear when the results of this study are presented or published. Your privacy will be protected to the extent allowed by law. The Georgia Institute of Technology IRB, the Office of Human Research Protections, and/or the Food and Drug Administration may look over study records during required reviews. **Storing and Sharing Information:** Your participation in this study is gratefully acknowledged. It is possible that your information/data will be enormously valuable for other research purposes. By proceeding with the survey, you consent for your de-identified information/data to be stored by the researcher and to be shared with other researchers in future studies. If you agree to allow such future sharing and use, your identity will be completely separated from your information/data. Future researchers will not have a way to identify you. Any future research must be approved by an ethics committee before being undertaken. **Questions about the Study:** If you have any questions about the study, you may contact Baabak Ashuri at baabak@gatech.edu. **Questions about Your Rights as a Research Participant:** Your participation in this study is voluntary. You do not have to be in this study if

you don't want to be. You have the right to change your mind and leave the study at any time without giving any reason and without penalty. Any new information that may make you change your mind about being in this study will be given to you. You do not waive any of your legal rights by agreeing to participate. If you have any questions about your rights as a research participant, you may contact: Ms. Melanie Clark, Georgia Institute of Technology Office of Research Integrity Assurance, at (404) 894-6942.

If you complete the attached survey, it means that you have read -- or have had read to you -- the information contained in this letter and would like to be a volunteer in this research study. Thank you, Baabak Ashuri, Ph.D., DBIA
Associate Professor
Georgia Institute of Technology

End of Block: Block 1

Start of Block: Block 2

Part 1: General Questions

For the following questions, we are interested in understanding your background and experience in the federal-aid design-build environment.

1.0. General Information

Q1 What best describes your primary background?

- Construction engineering and inspection (CEI) specialist (1)
- Design consultant (4)
- Specialty sub-consultant (5)
- General contractor (6)
- Specialty contractor (7)
- Developer (8)
- Agency employee (e.g. DOT staff) (9)
- Owner adviser (10)
- Other (please specify) (54) _____

Q2 What is your current role or job title?

Q3 How long have you been in this role?

Q4 In what state(s) do you have the most experience in this role? (select all that apply)

State List

Page Break _____

2.0. Design-build Experience

Q5 How familiar are you with design-build project delivery?

- Totally unfamiliar (1)
 - Somewhat unfamiliar (4)
 - Neither familiar nor unfamiliar (neutral) (5)
 - Somewhat familiar (6)
 - Extremely familiar (7)
-

Q6 On average, how many projects is your firm involved in quality management services for each year?

Q7 What percentage of your firms' projects (as far as number of projects) are federal-aid design-build projects?

- 0% (1)
 - 1-25% (26)
 - 26-50% (27)
 - 51-75% (28)
 - 76-100% (29)
-

Q8 What state(s) is your firm involved in quality management services for federal-aid design-build projects in? (select all that apply)

State List

Q9 In your experience providing quality management services, which of the following entities have you been hired by? (select all that apply)

The design-builder (1)

The state DOT (8)

Other (please specify) (9)

Q10 When performing quality management services, which entity do you prefer to be hired by?

The design builder (1)

The state DOT (2)

Other (please specify) (3)

No preference (4)

Page Break

Part 2: Quality Management Services

For the following questions, we are interested in understanding your perspective on how quality management services are organized and completed on federal-aid design-build projects. Please answer each question according to your own experience in the design-build environment.

3.0. Selection Criteria

Q11 How frequently does each of the following characteristics influence the likelihood of a CEI firm being selected by the design-builder for performing quality management services?

	Never (1)	Rarely (2)	Sometimes (3)	Often (4)	Always (5)
Unique aspects of quality management plan (1)	<input type="radio"/>				
Proposed price for conducting quality management services (2)	<input type="radio"/>				
Stringency on past projects (3)	<input type="radio"/>				
Number of non-conformance reports (NCRs) previously issued (4)	<input type="radio"/>				
Other (5)	<input type="radio"/>				

Q12 How frequently is the quality manager required as key personnel in the design-build team?

- Never (1)
 - Rarely (2)
 - Sometimes (6)
 - Often (7)
 - Always (8)
-

Q13 How frequently is the quality management plan part of the evaluation criteria of the design-build proposal?

- Never (1)
 - Rarely (2)
 - Sometimes (6)
 - Often (7)
 - Always (8)
-

Q14 How frequently is the quality management plan (QMP) developed by each of the following entities?

	Never (1)	Rarely (2)	Sometimes (3)	Often (4)	Always (5)
Design-builder (1)	<input type="radio"/>				
State DOT staff (2)	<input type="radio"/>				
State DOT's adviser (owner's adviser/representative) (3)	<input type="radio"/>				
CEI firm hired by the design-builder (4)	<input type="radio"/>				
CEI firm hired by the state DOT (5)	<input type="radio"/>				
Other (please specify) (6)	<input type="radio"/>				

Page Break

4.0. Roles and Responsibilities

Q15 How frequently is the CEI firm responsible for the following tasks in federal-aid design-build projects?

	When the CEI firm is directly hired by the design-builder					When the CEI firm is directly hired by the state DOT				
	Never (1)	Rarely (2)	Sometimes (3)	Often (4)	Always (5)	Never (1)	Rarely (2)	Sometimes (3)	Often (4)	Always (5)

Notifying the DOT of key times in the quality management schedule (1)

Issuing noncompliance reports (NCRs) to address deficiencies in the materials (2)

Exercising the approved engineering judgement to accept deficiencies in the material test results (4)

Auditing quality management procedures and records (5)

Ensuring compliance of project payroll (7)

Ensuring compliance of report submission (8)

Ensuring contract compliance (9)

Conducting construction measurements to certify payments to the design-builder (10)

Other (please specify) (11)

Q16 How frequently is the CEI firm responsible for ensuring the following aspects of the contract in federal-aid design-build projects?

	When the CEI firm is directly hired by the design-builder					When the CEI firm is directly hired by the state DOT				
	Never (1)	Rarely (2)	Sometimes (3)	Often (4)	Always (5)	Never (1)	Rarely (2)	Sometimes (3)	Often (4)	Always (5)
Ensuring the design-builder's compliance to the contract's goal for using disadvantaged business enterprises (DBEs) (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ensuring the design-builder's compliance to the contract requirement for paying the local prevailing wages on public works projects for laborers and mechanics (Davis-Bacon Act) (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify) (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q17 On average, how stringent is the administrative oversight of the CEI firm when it is directly hired by the design-builder compared to the typical level of stringency enforced when it is directly hired by the state DOT?

- Substantially more lenient (1)
 - Somewhat more lenient (2)
 - About the same (3)
 - Somewhat more stringent (4)
 - Substantially more stringent (5)
 - It depends (please specify) (6) _____
-

Q18 How frequently does a representative from the CEI firm typically visit the project site?

	When the CEI firm is directly hired by the design-builder					When the CEI firm is directly hired by the state DOT				
	Only when requested by the design-builder (1)	Only when requested by the state DOT (2)	Regular visits as agreed upon in the design-build contract (3)	Always when the project is active (4)	Other (5)	Only when requested by the design-builder (1)	Only when requested by the state DOT (2)	Regular visits as agreed upon in the design-build contract (3)	Always when the project is active (4)	Other (5)
(1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Display This Question:

If How frequently does a representative from the CEI firm typically visit the project site? : When the CEI firm is directly hired by the design-builder = [Other]

Or How frequently does a representative from the CEI firm typically visit the project site? : When the CEI firm is directly hired by the state DOT = [Other]

Q19 (If you selected "Other") Please specify the frequency with which representatives from the CEI firm typically visit the project site.

- When the CEI firm is directly hired by the design-builder (1) _____
- When the CEI firm is directly hired by the state DOT (2) _____

5.0. Common Challenges

Q20 On average, how stringent are the acceptance decisions of the CEI firm when it is directly hired by the design-builder compared to the typical level of stringency enforced when it is directly hired by the state DOT?

- Substantially more lenient (7)
 - Somewhat more lenient (10)
 - About the same (12)
 - Somewhat more stringent (13)
 - Substantially more stringent (18)
 - It depends (please specify) (19) _____
-

Q21 How frequently do each of the following challenges impact the CEI firm's ability to perform quality management services?

	When the CEI firm is directly hired by the design-builder					When the CEI firm is directly hired by the state DOT				
	Never (1)	Rarely (2)	Sometimes (3)	Often (4)	Always (5)	Never (1)	Rarely (2)	Sometimes (3)	Often (4)	Always (5)
Design-builder reluctance to accept the role of independent quality acceptance firm (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Owner reluctance to accept role of quality acceptance firm (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Limited understanding about the new dynamics of design-build project delivery (e.g. new roles and responsibilities) (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Limited understanding of state DOT's expectations and norms for quality management (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fixed amount considered for conducting quality management services (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify) (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q22 In the design-build environment, are there any additional challenge(s) that impact the CEI firm's ability to perform quality management services when the it is directly hired by the design-builder?

Q23 In the design-build environment, are there any additional challenge(s) that impact the CEI firm's ability to perform quality management services when the it is directly hired by the state DOT?

Q24 How frequently does the CEI firm benefit from each of the following advantages in performing quality management services in federal-aid design-build projects?

	When the CEI firm is directly hired by the design-builder					When the CEI firm is directly hired by the state DOT				
	Never (1)	Rarely (2)	Sometimes (3)	Often (4)	Always (5)	Never (1)	Rarely (2)	Sometimes (3)	Often (4)	Always (5)
Innovative approaches to quality management (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Incentives to provide enhanced performance (10)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Implementing advanced technologies (12)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Project schedule sensitivity (13)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify) (18)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q25 How frequently do disagreements requiring dispute resolution arise in the quality management process?

	When the CEI firm is directly hired by the design-builder					When the CEI firm is directly hired by the state DOT				
	Never (1)	Rarely (2)	Sometimes (3)	Often (4)	Always (5)	Never (1)	Rarely (2)	Sometimes (3)	Often (4)	Always (5)
(1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q26 How frequently is an immediate evaluation performed if a disagreement arises?

	When the CEI firm is directly hired by the design-builder					When the CEI firm is directly hired by the state DOT				
	Never (1)	Rarely (2)	Sometimes (3)	Often (4)	Always (5)	Never (1)	Rarely (2)	Sometimes (3)	Often (4)	Always (5)
(1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q27 What methods of evaluating quality performance have been used to address testing-related discrepancies in federal-aid design-build projects? (select all that apply)

	When the CEI firm is directly hired by the design-builder	When the CEI firm is directly hired by the state DOT
	(1)	(1)
Using retrained splits of samples from the acceptance decision (1)	<input type="radio"/>	<input type="radio"/>
Referee testing (2)	<input type="radio"/>	<input type="radio"/>
Documenting non-conforming work (3)	<input type="radio"/>	<input type="radio"/>
Issuing non-conformance reports (NCRs) (4)	<input type="radio"/>	<input type="radio"/>
Exercising engineering judgement (5)	<input type="radio"/>	<input type="radio"/>
Other (please specify) (6)	<input type="radio"/>	<input type="radio"/>

Q28 In your experience, how frequently is negotiation with the legal team necessary to resolve testing-related discrepancies in federal-aid design-build projects?

- Never (1)
- Rarely (2)
- Sometimes (3)
- Often (4)
- Always (5)

Q29 How frequently does the CEI firm have to shut down project construction?

	When the CEI firm is directly hired by the design-builder					When the CEI firm is directly hired by the state DOT				
	Never (1)	Rarely (2)	Sometimes (3)	Often (4)	Always (5)	Never (1)	Rarely (2)	Sometimes (3)	Often (4)	Always (5)
(1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q30 How frequently are project shutdowns triggered by each of the following issues?

	When the CEI firm is directly hired by the design-builder					When the CEI firm is directly hired by the state DOT				
	Never (1)	Rarely (2)	Sometimes (3)	Often (4)	Always (5)	Never (1)	Rarely (2)	Sometimes (3)	Often (4)	Always (5)
Breach of contract (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Design errors (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Noncompliance with design specifications (11)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Faulty materials/workmanship (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Noncompliance with construction specifications (12)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Failure to disclose information (8)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Safety concerns (9)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify) (10)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q31 How frequently can misalignments be fixed without the need to file an NCR in federal-aid design-build projects?

	When the CEI firm is directly hired by the design-builder					When the CEI firm is directly hired by the state DOT				
	Never (1)	Rarely (2)	Sometimes (3)	Often (4)	Always (5)	Never (1)	Always (2)	Sometimes (3)	Often (4)	Always (5)
(1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q32 How frequently is the CEI firm incentivized to avoid filing NCRs on federal-aid design-build projects?

- Never (1)
- Rarely (2)
- Sometimes (3)
- Often (4)
- Always (5)

Page Break

6.0. Oversight by "Owner Verification Firm (OVF)" and "State DOT Independent Assurance" (Office of Materials and Testing - OMAT Staff)

Q33 How frequently does a representative from each oversight body typically visit the project site?

	Only when requested by the design-builder (1)	Only when requested by the state DOT (2)	Regular visits as agreed upon in the design-build contract (4)	Always when the project is active (5)	Other (6)
Owner Verification Firm (OVF) (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
DOT Independent Assurance (Office of Materials and Testing - OMAT) (11)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q34 How frequently is the OVF responsible for the following tasks in federal-aid design-build projects?

	Never (1)	Rarely (2)	Sometimes (3)	Often (4)	Always (5)
Notifying the DOT of key times in the quality management schedule (1)	<input type="radio"/>				
Issuing noncompliance reports (NCRs) to address deficiencies in the materials (2)	<input type="radio"/>				
Exercising the approved engineering judgement to accept deficiencies in the material test results (4)	<input type="radio"/>				
Auditing quality management procedures and records (5)	<input type="radio"/>				
Ensuring compliance of project payroll (7)	<input type="radio"/>				
Ensuring compliance of report submission (8)	<input type="radio"/>				
Ensuring contract compliance (9)	<input type="radio"/>				
Conducting construction measurements to certify payments to the design-builder (10)	<input type="radio"/>				
Other (please specify) (11)	<input type="radio"/>				

Q35 How frequently is the OVF responsible for ensuring the following aspects of the contract in federal-aid design-build projects?

	Never (1)	Rarely (2)	Sometimes (3)	Often (4)	Always (5)
Ensuring the design-builder's compliance to the contract's goal for using disadvantaged business enterprises (DBEs) (1)	<input type="radio"/>				
Ensuring the design-builder's compliance to the contract requirement for paying the local prevailing wages on public works projects for laborers and mechanics (Davis-Bacon Act) (2)	<input type="radio"/>				
Other (please specify) (4)	<input type="radio"/>				

Q36 How frequently do the OVF's decisions contradict the primary CEI firm's decisions?

- Never (1)
- Rarely (2)
- Sometimes (6)
- Often (7)
- Always (8)

Q37 In what area(s) do the OVF and CEI firm disagree most often?

Q38 How frequently do the OVF's decisions create added value in the QA process?

- Never (1)
 - Rarely (2)
 - Sometimes (6)
 - Often (7)
 - Always (8)
-

Q39 In what area(s) do the OVF's decisions create added value most often?

7.0. Suggestions

Q40 From your perspective, how interested is your firm in pursuing work on additional federal-aid design-build projects?

	When the CEI firm is directly hired by the state DOT					When the CEI firm is directly hired by the state DOT				
	Not at all interested (1)	Slightly interested (2)	Somewhat interested (3)	Moderately interested (4)	Extremely interested (5)	Not at all interested (1)	Slightly interested (2)	Somewhat interested (3)	Moderately interested (4)	Extremely interested (5)
(1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q41 Is your firm interested in entering into or expanding your business in performing quality management services for federal-aid design-build projects?

- Yes (1)
- No (2)
- Unsure (3)
- (please explain your choice) (4) _____

Q42 What are the major barriers preventing your firm from entering into or expanding its business in performing quality management services for federal-aid design-build projects? (select all that apply)

- Heightened level of risk in performing quality management services for design-build projects (1)
 - A wider range of quality management services required to be performed in federal-aid design-build projects (2)
 - Issues related to securing professional liability insurance to work in design-build projects (3)
 - Losing the direct line of contact with the state DOT while hired to work under the design-builder (4)
 - Limited understanding about the state DOT's expectations from the CEI firm working on federal-aid design-build projects (5)
 - Fear of substantial pressure by the design-builder in performing required quality management tasks (6)
 - Fear of not getting adequately compensated by the design-builder to perform required quality management tasks (7)
 - Other (please specify) (8) _____
-

Q43 In your opinion, would CEI firms benefit from more opportunities providing education about how to perform quality management services?

- Yes (1)
 - No (2)
 - Unsure (4)
-

Q44 If more performance management education opportunities were provided, what types would you be most interested in? (select all that apply)

- Seminars/presentations (1)
 - In-person Q&A sessions/discussions (2)
 - Manuals (3)
 - Training videos (4)
 - Other (please specify) (5) _____
-

Q45 Do you have any recommendations about how to enhance the following areas of quality management services in federal-aid design-build projects?

- Reporting process (4) _____
 - Reporting frequency (5) _____
 - Communications with design-builder or DOT (6) _____
 - Dispute resolution process (7) _____
 - Other (please specify) (8) _____
-

Q46 Do you have any additional comments or suggestions to improve quality management services in federal-aid design-build projects that you would like to share?

Q47 Are you willing to provide additional details about your experience in the design-build environment for this research study?

Yes (1)

No (2)

Display This Question:

If Are you willing to provide additional details about your experience in the design-build environme... = Yes

Q48 Please provide your contact information.

Name (1) _____

Email (2) _____

Phone (3) _____

End of Block: Block 2
